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Unchanged claim 3:

3. The method according to claim 1, wherein:
- the step of storing the audio file on the recording media comprises storing the audio file in an analog format on an analog recording media; and
 - the step of linking the audio file to the record comprises the steps of:
 - digitizing the audio file;
 - storing the digitized audio file in a digital recording media; and
 - storing a pointer to the digitized audio file in a field of the record.

Unchanged claim 4:

4. The method according to claim 1, wherein:
- the step of storing the audio file on the recording media comprises storing the audio file in an analog format on an analog recording media; and
 - the step of linking the audio file to the record includes the steps of:
 - digitizing the audio file; and
 - storing the digitized audio file in a field of the record.

Unchanged claim 5:

5. The method according to claim 1, wherein the step of storing the audio file on the recording media comprises the storing the audio file on a tape.

Unchanged claim 6:

6. The method according to claim 1, wherein the step of storing the audio file on the recording media comprises the storing the audio file on a CD-R.

Unchanged claim 7:

7. The method according to claim 1, wherein the step of storing the audio file on the recording media comprises the storing the audio file on a semiconductor memory.

Replace claim 8 as follows:

Replacement claim 8:

- 8 (amended). A method according to claim 1, further comprising the steps of:

accessing a field in the record, the field having a pointer to the audio file, wherein the pointer identifies a location where the audio file is stored on the recording media; and
accessing the location on the recording media identified by the pointer.

Unchanged claim 9:

9. The method according to claim 8, wherein the audio file is a digital audio file.

Unchanged claim 10:

10. The method according to claim 8, wherein the recording media is a tape.

Unchanged claim 11:

11. The method according to claim 8, wherein the recording media is a CD-R.

Unchanged claim 12:

12. The method according to claim 8, wherein the recording media is a semiconductor memory.

Add claims 13 through 15 as follows:

New Claim 13:

13. The method according to claim 1, wherein:
the contact comprises a telephone call; and
the recording step comprises recording at least a portion of the conversation that takes place over the telephone call.

New Claim 14:

14. The method according to claim 1, wherein the recording, storing, and linking steps are performed responsive to the client contact dealing with a predefined criteria.

New Claim 15:

15. The method according to claim 1, wherein the client contact comprises a telephone call initiated by a client.